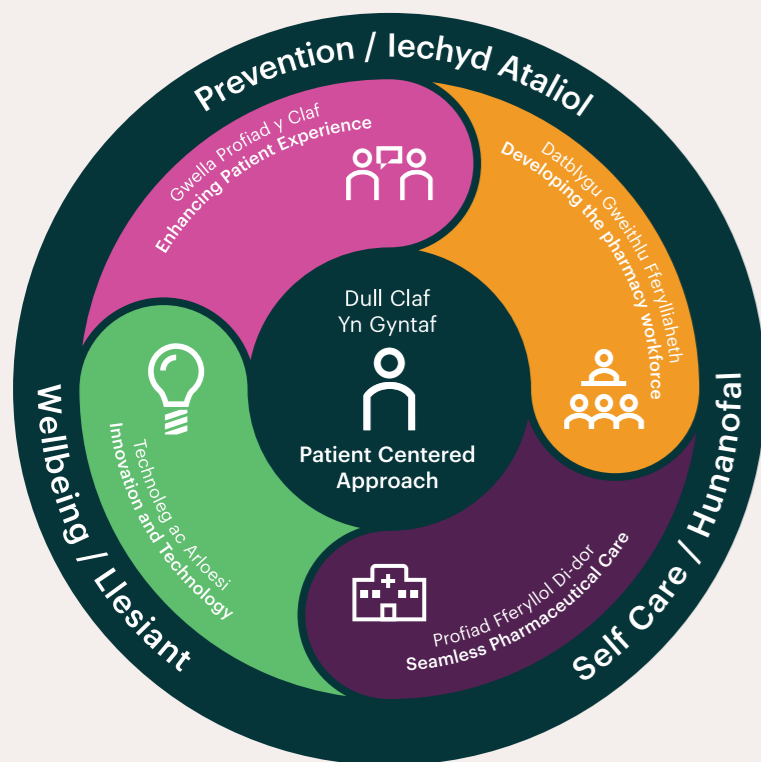


## Delivering a patient centred approach: Pharmacy's role in A Healthier Wales



Pharmacy: Delivering a Healthier Wales contributes to the delivery of the Welsh Government's long term plan for health and social care<sup>1</sup>. It is designed to adapt to a changing world, meeting the needs, expectations and changing lifestyles of our citizens, now and in the future. It contributes to a whole system change where the highly skilled and motivated workforce can put patients at the centre of their care, enhancing seamless

navigation between community, primary care and hospital settings. It supports the delivery of services in the right place and at the right time, shifting more care up-stream, focusing on prevention, empowering people to take greater responsibility for their health and wellbeing, and ensuring that through early interventions, people can be empowered to care for themselves in their own home environment.

<sup>1</sup>A Healthier Wales: our Plan for Health and Social Care, Welsh Government, June 2018

The 2025 goals for pharmacy are further stepping stones in the ambitions to reach the 2030 aspirations set out in *Pharmacy: Delivering a Healthier Wales*. They have been developed through collaboration with hundreds of pharmacy professionals across Wales as well as other health and social care professions and patient representative groups.

The 2025 goals continue with the overarching aim of breaking down boundaries between care settings to ensure patients benefit from the expertise of the pharmacy team wherever and whenever they need it. The aim is that patients will experience seamless care as they move between care settings and pharmacy teams will lead on the medicines' aspects of transitions in care.

Led by Members of the Welsh Pharmaceutical Committee and the Pharmacy Delivering a Healthier Wales Delivery Board, and project managed by the Royal Pharmaceutical Society in Wales, the 2025 goals have been developed by the profession for the profession. The goals represent a collaborative, innovative and progressive approach to the delivery of pharmaceutical care through which we will maximise the impact of pharmacy teams to meet the needs of the health service and the people in Wales now and for future generations.



Join the conversation at:

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Get in touch: [Wales@rpharms.com](mailto:Wales@rpharms.com)

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## Pharmacy: Delivering a Healthier Wales

2025 Goals  
Summary guide

#PharmacyHealthierWales



## The 2025 goals for Pharmacy: Delivering a Healthier Wales have been designed to:

- Steer pharmacy services towards the 2030 vision for pharmacy
- Take account of the impact of and recovery from the Covid-19 pandemic
- Build on the innovation and development in pharmacy since 2019

## They will ensure action continues to be taken to:

- Harness the skills of the entire pharmacy team in all health settings
- Drive innovation and change to put the patient at the centre of their care
- Fully embed the pharmacy team in multidisciplinary approaches to care

## They continue to focus on:

- Enhancing patient experience
- Seamless pharmaceutical care
- Developing the pharmacy workforce
- Harnessing innovation and technology

## 2025 goals in summary

THEMES	Enhancing Patient Experience	Developing the Pharmacy Workforce	Seamless Pharmaceutical Care	Harnessing Innovation and Technology
2025 GOALS	We will support pharmacy teams to make every contact with a patient count	We will create an engaging work culture where leadership is empowered at all levels, wellbeing is prioritised, and supporting each other in learning and development becomes the norm	We will increase patient access to pharmacist independent prescribers, ensuring the expertise of PIPs are fully utilised across all care settings	We will implement electronic prescribing solutions across all pharmacy settings, including supporting patients to access pharmacy services through the NHS Wales app
	We will deliver services that focus on the needs of the individual, tackling health inequalities and ensuring a sustainable health care service for today's citizens as well as for future generations	We will increase the understanding of pharmacy practice in all settings for early career pharmacy professionals through a multi-sector approach	We will optimise the use of medicines and minimise the risk of medication related harm for scheduled care as patients transfer between care settings	We will ensure medication related incidents are reported and actioned to improve patient safety
	We will enhance patient experience in national clinical priority areas, ensuring pharmacy services are focused on improving outcomes	We will enhance services available to patients by increasing capability and consistency of skills within pharmacy teams	We will establish direct referral systems to and from pharmacy services, improving efficiencies in service delivery	We will increase capacity for pharmacy professionals to spend on patient facing activity by introducing efficiencies in the dispensing of medicines
	We will strengthen the research and quality improvement practice of all pharmacy professionals, ensuring a focus on patient outcomes	We will establish a network of consultant pharmacists to provide leadership on clinical priority areas in Wales	We will continue Transforming Access to Medicines (TRAMS) to the most innovative and life-saving medicines including cancer therapies, intravenous antibiotics and parenteral nutrition for patients in Wales	We will embed elements of a medicines genomic plan into pharmacy practice
2030 VISION	Patients do not experience avoidable harm from medicines. Patients are supported by pharmacy teams to keep well, focusing on self care, prevention and early detection of illness. All patient facing pharmacists are actively prescribing wherever the patient needs them.	The pharmacy workforce has the skills necessary to lead innovation in medical therapies. Education and training is embedded within multi-sectoral training sites and with multidisciplinary input. Every member of the pharmacy team has access to training to maximise their contribution to patient care.	Pharmacy teams lead the management of medicines as the experts in therapeutics, medicines usage and optimisation. Pharmacy is a core part of the patient's multi-disciplinary team and are considered in all new care pathways.	Patient's central electronic medical records are accessed and updated by practitioners involved in their care, including the pharmacy team. Supply of medicines is streamlined and artificial Intelligence and personalised medicines are championed by pharmacy teams.